



MTF Action Plan Report

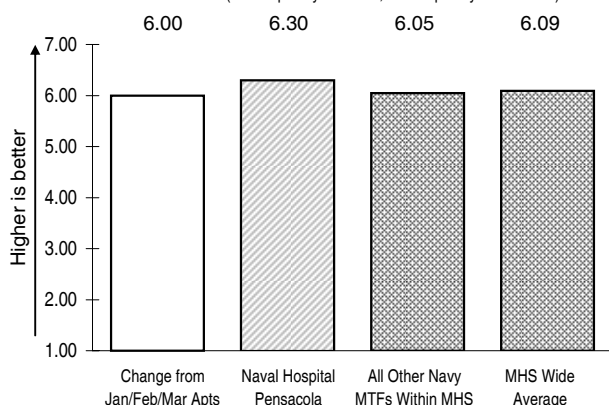
Naval Hospital Pensacola

Patient Satisfaction Report: April/May/June 2006 Appt. Data

Total Dialed = 892 Completed Telephone Surveys = 105 Non-eligibles = 206 Response Rate = 15.3%

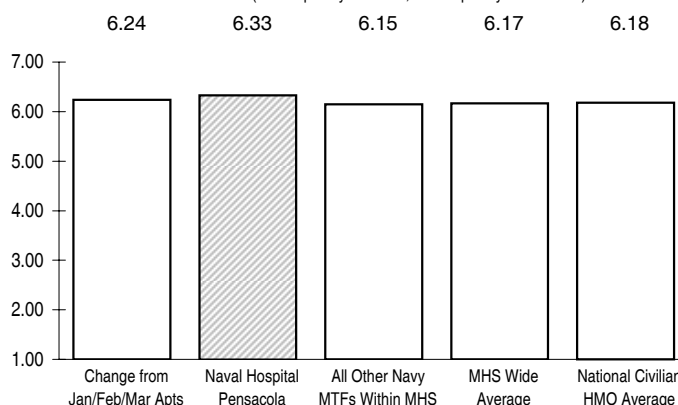
Overall Satisfaction with Clinics (Q12)

Mean Score (7=Completely Satisfied, 1=Completely Dissatisfied)



Overall Satisfaction with Medical Care (Q5)

Mean Score (7=Completely Satisfied, 1=Completely Dissatisfied)



Not Significantly Different From Naval Hospital Pensacola
Significantly Different From Naval Hospital Pensacola

Comparison To:

| Change from Jan/Feb/Mar Apts | * Highest Correlation with Clinic Satisfaction (Q12) ** Highest Correlation with Medical Care Satisfaction (Q5) Mean Score (5=Excellent, 1=Poor) | Mean Score | All Other Navy MTFs Within MHS | MHS Wide Average | National Civilian HMO Average |
|--|--|-------------|--------------------------------|------------------|-------------------------------|
| Access Average | | 3.94 | 3.71 | 3.74 | 3.82 |
| * Access to medical care (Q10b) | | 4.09 | 3.77 | 3.77 | 3.96 |
| * Referral for specialty care (Q10c) | | 3.86 | 3.73 | 3.76 | 3.99 |
| * Office wait time (Q9) | | 3.98 | 3.84 | 3.86 | 3.60 |
| Time to return your call (Q11) | | 3.72 | 3.42 | 3.47 | 3.54 |
| Ease of making phone appointment (Q10a) | | 3.95 | 3.68 | 3.68 | 3.99 |
| Appointment wait time (Q7) | | 3.99 | 3.74 | 3.82 | 3.85 |
| Quality Average | | 4.33 | 4.20 | 4.19 | 4.07 |
| ** Overall quality of care received (Q3j) | | 4.41 | 4.23 | 4.25 | 4.13 |
| ** How well the care met your needs (Q3i) | | 4.25 | 4.13 | 4.12 | 4.03 |
| ** Thoroughness of treatment (Q3c) | | 4.44 | 4.28 | 4.26 | 4.16 |
| How much you were helped (Q3h) | | 4.22 | 4.08 | 4.08 | 3.98 |
| Explanations of procedures and tests (Q3d) | | 4.33 | 4.26 | 4.24 | 4.07 |
| Interpersonal Relationship Average | | 4.38 | 4.22 | 4.21 | 4.06 |
| ** Personal interest in you (Q3e) | | 4.39 | 4.23 | 4.23 | 4.10 |
| ** Attention given to what you had to say (Q3b) | | 4.49 | 4.34 | 4.33 | 4.20 |
| ** Amount of time with Dr. and staff (Q3g) | | 4.22 | 4.09 | 4.08 | 3.90 |
| Friendliness and courtesy of staff (Q3a) | | 4.53 | 4.37 | 4.38 | 4.24 |
| Advice on ways to avoid illness/stay healthy (Q3f) | | 4.28 | 4.05 | 4.05 | 3.86 |

Your rating is:

↓ Lower

Same

↑ Higher